

Washington State System Transformation Initiative

PACT Implementation Task Force Update

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Update Overview

1. Update on current PACT implementation processes
2. Feedback from the Fall Community Forum
3. Initial thoughts for integration of Forum feedback into implementation processes
4. Suggested next steps from the group

Current PACT Implementation Efforts

1. Assembled a committee and process for reviewing Western RSNs' implementation plans
2. Developed feedback reports to identify strengths, challenges, and recommendations
3. Meeting with RSNs to begin collaboratively identifying initial training and technical assistance needs
4. Will begin same process with the Eastern RSNs, beginning in January 2007

Feedback from Fall Community Forum

THREE questions posed to this
multi-stakeholder audience:

1. What outcomes are most important for PACT?
2. What concerns should we be watching for?
3. How do we ensure a person-centered, recovery-oriented model within the framework of PACT?

#1: What outcomes are most important for PACT?

- Reduction in **criminal justice** involvement
- Reduction in other **high acuity services**
- Increase in/better **housing**
- Community and social **integration**
- Increase in **employment**
- Consumer **satisfaction** and **quality of life**
- Consumer engagement in **recovery**
- **Graduation** from PACT

#2: What concerns should we be watching for?

➤ **Not recovery-oriented**

- Goals identified by team vs. consumer
- Coercive; not truly voluntary
- Paternalistic/perpetuates learned helplessness

➤ **Lack of an individualized approach**

- Service array is too uniform
- Assumption of one size fits all

➤ **External factors may prevent success**

- Not enough housing
- Lack of secured, ongoing funding

#2: What concerns should we be watching for?

- **Program fidelity**—some want it, some don't
 - Same old service, different name
 - Staffing model is too professionally-driven
- **Lack of cultural competence**
- **Un-integrated peer specialists**
- **Not available statewide**
- **Concerns about admission criteria**
 - Primary focus on only high service utilizers
 - Focus on consumers with fewer needs

#3: How do we ensure a person-centered, recovery-oriented model?

➤ **Active consumer participation**

- **Within PACT:**

- Recovery planning
- Consumer preferences, goals, choices
- Direct service provision
 - Full integration of peer specialist
 - More peer specialists

- **Outside of PACT:**

- Planning
- Evaluation
- Monitoring

#3: How do we ensure a person-centered, recovery-oriented model?

- Team is person-centered in everything they do:
 - Recovery Planning; WRAP
 - Ensure goals are consumer's not the team's
 - No “one size fits all” goals
 - Services are driven by consumer choice
 - Strengths-based approach
 - Consumer choice in working/not working with particular team members

#3: How do we ensure a person-centered, recovery-oriented model?

➤ Educate, empower, train consumers in recovery

- Assertiveness skills in voicing choices
- Importance of assuming responsibility for own recovery
- Encourage, coach consumers in make own decisions/choices and the positive impact for them

#3: How do we ensure a person-centered, recovery-oriented model?

➤ **Creating a culture of recovery with PACT staff**

- Hire staff who espouse recovery values
- Train staff in recovery
- Ensure that peer specialists are fully integrated and provide cross-training
- Educate the community about recovery
- Adopt SAMHSA's National Consensus Statement on Mental Health Recovery

#3: How do we ensure a person-centered, recovery-oriented model?

➤ Ongoing team monitoring & accountability

- Evaluate whether the team is being person-centered and recovery-oriented
- Examine consumer satisfaction and dissatisfaction
- Evaluate quality of life indicators

Next Steps: Recovery-Focused Training & Services

- Prioritize recovery training and ongoing education for all PACT staff and consumers
- Ensure that all clinical training in evidence-based approaches is person-centered & recovery-oriented
- Promote and monitor full integration of peer specialists on the team; provide mechanism for ongoing mutual support

Next Steps:

Evaluation & Monitoring

- Support strong local PACT Stakeholder Advisory Group membership, participation, and ongoing feedback
- Incorporate assessment of recovery processes into fidelity tool
- Evaluate consumer recovery as part of outcome assessment:
 - Recovery scale
 - Satisfaction/dissatisfaction survey
 - Quality of Life measure

Other Next Steps:

- Ongoing monitoring of appropriate authorization, admission, and prioritization processes
- Staff training in cultural competence; Ongoing monitoring of Culturally and Linguistically Appropriate Services (CLAS)
- Prioritize housing acquisition and retention training and technical assistance

What else would you add to
next steps for PACT?

